**FROME TOWN COUNCIL**

**JOB DESCRIPTION**

**Administrator and Receptionist**

**Job Purpose**

To provide a welcoming and professional public interface to all actual and virtual visitors to the Council and provide administrative support to the Town Clerk, Mayor, Councillors and staff.

* Grade: NJC SCP 14 -17, £16,231 - £17,372
* This is a permanent contract
* Hours of work are 37 hours per week
* 23 days holiday per annum basic plus public holidays
* Responsible to the Responsible Finance Officer

**Key relationships**

Build and maintain productive working relationships with:

* the community at large and community groups
* The Mayor, the Leader of the Council and the Town Clerk
* FTC Cllrs and colleagues

**Responsibilities and Duties**

* Deal with personal, telephone and internet callers in a welcoming and professional manner.
* To be responsible for the Town Council’s social media sites, including Facebook, Twitter and continuous update of the Frome Community and Discover Frome websites
* To be responsible for the administration and maintenance of the Council’s meetings, agendas and minutes and the monitoring of actions arising.
* To attend meetings, taking minutes of Council, Committees and Working Parties as required.
* To provide administrative support to the Town Clerk, Mayor, Town Councillors and staff and help with the smooth running of the office.
* To assist in the organisation of events.
* To maintain appropriate paper and electronic filing systems.
* To take part in the appraisal process, undertake identified training and be responsible for personal development.
* During times of absence of colleagues or high workloads, you will be expected to help with or take on additional duties and responsibilities that are in line with the grade.

**General**

* The responsibility for the smooth running of the Authority is incumbent on all members of staff. During times of absence of colleagues or high workloads, you will be expected to help with or take on additional duties and responsibilities that are in line with the grade.
* Behave in a sustainable and ethical way and spend wisely.
* The post holder has personal responsibility for safety in accordance with Health and Safety Legislation and Council policies.
* All staff are required to abide by and promote equalities within the Town Council as outlined in the NJC Pay and Conditions of Service and Council’s Constitutional Policies.
* This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.
* Be committed to the Council’s Equal Opportunities Policy and to ensure equality of opportunity in service delivery.
* A flexible approach to working evenings and weekends is required.